



WISCONSIN

**DEPARTMENT OF WORKFORCE DEVELOPMENT**

Division of Workforce Solutions

Bureau of Workforce Programs

**TO: Economic Support Supervisors  
Economic Support Lead Workers  
Training Staff  
Child Care Coordinators  
W-2 Agencies**

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**BWP OPERATIONS MEMO**

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**Non W-2 [ ] W-2 [X] CC [ ]**

**PRIORITY: Medium**

**SUBJECT: CARES - WORKFORCE ATTACHMENT AND ADVANCEMENT (WAA) AND  
WELFARE-TO-WORK (WtW) WORK PROGRAM SCREENS**

**NOTE: Agencies are required to share this information with all subcontractors.**

**CROSS REFERENCE:** Operations Memos 00-59, 00-73, and 01-11

**EFFECTIVE DATE:** March 1, 2002.

**PURPOSE**

This memo describes a new requirement for the use of selected CARES work program (WP) screens for all participants in the Workforce Attachment and Advancement (WAA) and Welfare-to-Work (WtW) programs. The new requirement is effective March 1, 2002. This memo also provides information on the new assessment screens and driver flow in CARES related to these two programs.

**NEW ASSESSMENT SCREENS AND DRIVER FLOW**

DWS recently completed a project to revise the WP assessment screens to make them consistent and comprehensive for the W-2, FSET, WAA, WtW and Children First programs. These changes went into production in CARES on December 21, 2001. These changes created a better process in CARES for case managers to complete thorough informal assessments with their participants and to gather more complete information in one location.

The changes include deletion of some fields, addition of new fields, 3 new screens, and a new driver flow. In addition, all WP assessment screens will now have history, with the exception of the screen WPED. Further detail on these changes and the use of the new assessment screens and driver flow is covered in DWS training (see Training below); this Operations Memo covers only information related specifically to requirements for data entry for the WAA and WtW programs.

## **BARRIER INFORMATION CHANGES FOR WAA AND WTW**

As a result of these recent changes, all the barrier fields for WtW and WAA have been moved from the program-specific screens to a new screen, WPBD. This screen provides more detail and easier access to information about conditions that may affect participation. To access this screen, tran to WPJR and respond "Y" to the question "Are there barriers affecting participation", or go directly to WPBD using PIN//A in the parms field. WPBD includes a new barrier table (TWBA) that is used for all programs, which allows staff in various programs to view and share the same information. Due to the sensitive nature of the barrier information, the query and update functions on this screen are limited to WP office assignment on SMWP. Workers will not be able to view barrier information for participants in other counties unless they are assigned to the appropriate offices on SMWP (thus workers with multiple counties must have each office listed on SMWP).

## **NEW POLICY FOR USING WP SCREENS**

Since the WAA and WtW programs began, DWS has strongly recommended that agencies utilize the full range of available work program screens. Through recent monitoring of these programs, DWS found that many agencies use only the WAA and WtW program specific screens, and often do not fill out the CARES Employability Plan (EP) or any of the assessment screens. This information is critical because it provides a record of participation in these programs.

Therefore, DWS is now mandating the use of these CARES work program screens for WAA and WtW participants:

1. The EP ..... WPJS, WPAS
2. The activity history screens ..... WPCH, WPCS
3. The new barriers screen ..... WPBD
4. The new assessment screen..... WPRU
5. Other assessment screens ..... WPED, WPAW, WPJR

**This requirement is effective March 1, 2002.** This will allow agencies and staff to obtain training on the use of the modified WP screens prior to the effective date.

Each of the newly mandated screens can be accessed directly by using the tran codes. The new WP assessment driver facilitates finding and using these screens. Though the assessment driver flow is not mandated for WAA or WtW, we strongly recommend that staff utilize this tool. Every screen in the driver flow contains information relevant to participation in WAA and WtW. Some screens in the driver flow include fields that are required. These required fields were either previously required as part of the enrollment process or were deemed critical as part of the assessment process. It is important to note that the WAA and WtW applications contain the information needed to complete these fields; the driver flow does not require case managers to collect additional information. A case manager may skip any fields in the driver flow for which he/she does not have information.

The new WP assessment driver is initiated on WPED by responding "Y" to the question "Do you want to initiate a new assessment?" Once engaged, the assessment driver will take the worker through all of the mandatory screens and ends at WPCS/WPCH, thus allowing workers to enter activities that reflect the information added on the assessment screens and on the EP screens.

There are many other screens in the new driver flow and in the work programs subsystem that are not mandated for WtW and WAA. Though they are not mandated, we strongly recommend that workers use the related work programs screens to the fullest extent possible to create a CARES record with accurate and comprehensive information. These include the employment history screens (WPEH/WPEL), the case comments screen (CMCC), and the entered employment and follow-

through fields. It is essential that all CARES information be entered in a timely manner to reflect the on-going services and progress for each participant.

## **TRAINING**

Training on the WP Assessment Screens and Driver Flow Changes was offered throughout the state in December 2001 to agency staff and case managers who work with W-2, FSET, WAA and WtW. Those who attended these sessions are able to help other staff in their agencies until additional sessions become available. There will be additional sessions in each region of the state, from February through April. Please watch for training announcements for specific dates and locations.

In addition, a computer-based training (CBT) on the assessment screens and driver flow became available January 1, 2002. This course covers the same information as the training session and is easily accessed through the Training Unit web site, under the link to "Program Information", <http://www.dwd.state.wi.us/destrain/trainsec/default.htm>.

## **PROGRAM COORDINATION**

WDBs and W-2 agencies often serve WAA or WtW participants who are also enrolled in other programs, such as W-2, FSET and WIA. To effectively serve these participants and to meet their needs, it is important that WAA and WtW case managers coordinate with other case managers for co-enrolled participants. As is currently the case for co-enrolled participants, the case manager for mandatory programs has the lead responsibility for completing and updating many of the work programs screens.

The new requirement to use certain WP screens for WAA and WtW participants makes this type of coordination even more important. The W-2 performance standards for the new contract include a requirement for informal assessment that will be tracked using the trigger for the assessment driver flow, on WPED. Thus it is critical that WAA and WtW case managers coordinate with the W-2 program for any participants co-enrolled in W-2.

As a reminder, case managers can check WPWI to find the ID of the primary case manager assigned to the case. To obtain that case manager's contact information, tran to SMUM and enter the case manager's ID (from WPWI) in the parms field.

## **CONTACT**

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**Note:** Email contacts are preferred. Thank you.